



## **Top Organizations Honored with 2019 Awards for Excellence**

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### **The Partnership for Excellence Honors 2019 Award Recipients**

COLUMBUS, OH – Earlier today, The Partnership for Excellence announced the names of five high-performing organizations as recipients of the 2019 Awards for Excellence. The awards represent Ohio, Indiana and West Virginia's highest honor for performance excellence through innovation, results, and visionary leadership using the Baldrige Excellence Framework.

The 2019 Award Recipients - listed by award - are:

- **Blanchard Valley Health System**, Findlay, Ohio (Platinum, Governor's Award for Excellence)
- **Hendricks Regional Health**, Danville, Indiana (Gold, Achievement of Excellence)
- **ProMedica**, Toledo, Ohio (Gold, Achievement of Excellence)
- **University Hospitals Conneaut and Geneva Medical Centers**, Conneaut and Geneva, Ohio (Silver, Commitment to Excellence)
- **University Hospitals Portage Medical Center**, Ravenna, Ohio (Silver, Commitment to Excellence)

The Partnership for Excellence (TPE) is Ohio, Indiana and West Virginia's Baldrige-based awards program. TPE assists organizations using the internationally-recognized Baldrige Excellence Framework. TPE's primary product is a comprehensive assessment that helps organizational leaders better understand and prioritize key strengths and opportunities for improvement. While the assessment is the foundation, TPE's main focus is on organizational learning, innovation, resource optimization, continuous improvement, and results.

All of the applicants were rigorously evaluated by an independent board of examiners in seven areas defined by the Baldrige Excellence Framework: leadership; strategy; customers; measurement, analysis and knowledge management; workforce; operations; and results. The evaluation process for each of the recipients included more than 1,000 hours of review and a three-day visit by a team of examiners to clarify questions and verify information in the application. An independent panel of judges reviewed each organization's evaluation, approved the final feedback reports, and developed their award recommendations, which were ratified by the TPE Board of Trustees.

The mission of TPE is to cultivate organizational performance excellence and continuous improvement in Ohio, Indiana and West Virginia. By providing a framework for performance excellence through the Baldrige Excellence Framework, organizations have a greater focus on customers, process management, innovation, work systems, and organization-wide results. These organizations typically see lower costs, improved productivity, and increases in both employee and customer satisfaction leading to growth in market share. The results are higher quality education, improved healthcare, job creation to build a stronger economy and more efficient and effective government, with enormous impact on the lives of thousands.

The Partnership for Excellence's 2019 award recipients will be honored at TPE's annual *Quest for Success* Conference to be held September 9-10, 2019 at The Ohio State University in Columbus, Ohio.

All five of these high-performing organizations will be presented with their achievement award at a banquet on Tuesday afternoon, September 10, 2019. This year, we are excited to be honoring Platinum-level Governor's Award for Excellence recipient Blanchard Valley Health System.

**Blanchard Valley Health System (BVHS)** is a not-for-profit healthcare organization providing services in Northwest Ohio. BVHS seeks to achieve its mission of *Caring for a Lifetime* through its core competency of *creation of value and community integration*. Its main healthcare service offerings include hospital services, primary and specialty care, emergency services, and continuing care services comprised of nursing care, home care and assisted living. BVHS has been recognized six times by Watson Health as a 100 Top Hospital, by Becker's as a top community hospital, and by the Ohio Hospital Association as the hospital in Ohio with the lowest injury rate. BVHS consistently exceeds benchmarks in safety scores and the Leapfrog Group has awarded it with an "A" safety grade for 9 consecutive cycles.

TPE judges may also recognize applicants with a Category Lead Performer Award. These applicants exhibit role model performance in one of the Baldrige Criteria categories while in pursuit of TPE's top level award. Platinum level recipients are not considered for this award. In 2019, TPE judges recognize **ProMedica** as a lead performer in Category 1 – Leadership. ProMedica exemplifies the Baldrige core values of Visionary Leadership and Societal Responsibility & Community Health. In keeping with its vision to create communities where all individuals meet their highest potential for health, ProMedica is a national pioneer and leader in social determinants of health. In pursuing this vision, ProMedica's senior leaders create a focus on action by stimulating innovation and supporting intelligent risk taking.

During the 2019 *Quest for Success* conference, four of the 2018 Malcolm Baldrige National Quality Award (MBNQA) recipients, Donor Alliance, Integrated Project Management, Memorial Hospital and Health Care Center and Tri-County Tech will serve as plenary speakers and present information on their performance excellence journeys. TPE's award recipients will also be sharing best practices in break-out presentations and informal discussions with conference attendees.

For additional information contact: Margot Hoffman, President & CEO, The Partnership for Excellence, Ohio, Indiana, & West Virginia. Phone (614) 425-7157. Additional information is available on the TPE website at: <http://www.thepartnershipforexcellence.org>. The Partnership for Excellence is recognized by the Internal Revenue Service as a 501(c)(3) tax exempt, charitable organization.